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FROM: Timothy D. MacIntyre

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COMMENTS:

Application No.: 10/616,006
Filing Date: July 9, 2003
Applicant: Luca Rigazio
Group Art Unit: 2626
Examiner: Jakieda R. Jackson
Title: SPEECH DATA MINING FOR CALL CENTER MANAGEMENT
Attorney Docket: 9432-000241

**Please acknowledge receipt of:
Transmittal (in duplicate);
14-page Amendment**

**Timothy D. MacIntyre
Reg. No. 42,824
(248) 641-1600**

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PTO/SB/21 (01-06)

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**TRANSMITTAL
FORM**

(to be used for all correspondence after initial filing)

Application Number	10/616,006
Filing Date	July 9, 2003
First Named Inventor	Luca Rigazio
Art Unit	2626
Examiner Name	Jakieda R. Jackson
Attorney Docket Number	9432-000241

Total Number of Pages in This Submission

ENCLOSURES (check all that apply)☐ Fee Transmittal Form☐ Fee Attached☒ Amendment / Reply☐ After Final☐ Affidavits/declaration(s)☐ Extension of Time Request☐ Express Abandonment Request☐ Information Disclosure Statement☐ Certified Copy of Priority Document(s)☐ Response to Missing Parts/Incomplete Application☐ Response to Missing Parts under 37 CFR 1.52 or 1.53☐ Drawing(s)☐ Licensing-related Papers☐ Petition☐ Petition to Convert to a Provisional Application☐ Power of Attorney, Revocation Change of Correspondence Address☐ Terminal Disclaimer☐ Request for Refund☐ CD, Number of CD(s) _____☐ After Allowance Communication to Technology Center (TC)☐ Appeal Communication to Board of Appeals and Interferences☐ Appeal Communication to TC (Appeal Notice, Brief, Reply Brief)☐ Proprietary Information☐ Status Letter☐ Other Enclosure(s) (please identify below):

Remarks

The Commissioner is hereby authorized to charge any additional fees that may be required under 37 CFR 1.16 or 1.17 to Deposit Account No. 08-0750. A duplicate copy of this sheet is enclosed.

SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT

Firm Name

Harness, Dickey & Pierce, P.L.C.

Signature

Printed name

Timothy D. MacIntyre

Date

April 28, 2008

Reg. No.

42,824

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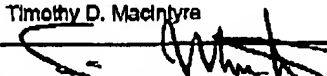
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TRANSMITTAL FORM <i>(to be used for all correspondence after initial filing)</i>	Application Number	10/616,006
	Filing Date	July 9, 2003
	First Named Inventor	Luca Rigazio
	Art Unit	2626
	Examiner Name	Jakieda R. Jackson
Total Number of Pages in This Submission	Attorney Docket Number	9432-000241

ENCLOSURES (check all that apply)		
<input type="checkbox"/> Fee Transmittal Form <input type="checkbox"/> Fee Attached <input checked="" type="checkbox"/> Amendment / Reply <input type="checkbox"/> After Final <input type="checkbox"/> Affidavits/declaration(s) <input type="checkbox"/> Extension of Time Request <input type="checkbox"/> Express Abandonment Request <input type="checkbox"/> Information Disclosure Statement <input type="checkbox"/> Certified Copy of Priority Document(s) <input type="checkbox"/> Response to Missing Parts/Incomplete Application <input type="checkbox"/> Response to Missing Parts under 37 CFR 1.52 or 1.53	<input type="checkbox"/> Drawing(s) <input type="checkbox"/> Licensing-related Papers <input type="checkbox"/> Petition <input type="checkbox"/> Petition to Convert to a Provisional Application <input type="checkbox"/> Power of Attorney, Revocation Change of Correspondence Address <input type="checkbox"/> Terminal Disclaimer <input type="checkbox"/> Request for Refund <input type="checkbox"/> CD, Number of CD(s) _____	<input type="checkbox"/> After Allowance Communication to Technology Center (TC) <input type="checkbox"/> Appeal Communication to Board of Appeals and Interferences <input type="checkbox"/> Appeal Communication to TC (Appeal Notice, Brief, Reply Brief) <input type="checkbox"/> Proprietary Information <input type="checkbox"/> Status Letter <input type="checkbox"/> Other Enclosure(s) (please identify below):
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SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT			
Firm Name	Harness, Dickey & Pierce, P.L.C.		
Signature			
Printed name	Timothy D. MacIntyre		
Date	April 28, 2008	Reg. No.	42,824

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PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Application No.: 10/616,006
Filing Date: July 9, 2003
Applicant: Luca Rigazio
Group Art Unit: 2626
Examiner: Jakieda R. Jackson
Title: Speech Data Mining for Call Center Management
Attorney Docket: 9432-000241

Commissioner for Patents
P.O. Box 1450
Alexandria, Virginia 22313-1450

AMENDMENT

Sir:

In response to the Office Action mailed January 28, 2008, please amend the application as follows and consider the remarks set forth below.

Amendments to the Claims begin on page 2 of this paper.

Remarks begin on page 13 of this paper.